



Court Collections Assistant

Part-Time (Up to 29 hours per week)

Closing Date: Open Until Filled

DESCRIPTION:

Under general supervision, processes Court documents related to the collection of delinquent traffic citations and Court-ordered fines and fees; applies governmental collections laws, methods, techniques and procedures to secure delinquent Court-ordered fines and fees; may provide lead direction to clerical personnel assigned to the Collections Division; performed related duties as required.

Typical tasks include: processing collection payments and numerous collection related documents; verifying and evaluating information pertaining to fines and fees owed to the Court; interviewing debtors by phone and in person to secure payment of delinquent fines and fees, and determining debtor's ability pay their court-ordered debts.

EXAMPLE OF DUTIES:

Duties include (but are not limited):

- Providing services to walk-in and telephone customers
- Processing collection reports generated from the Court's Collection Systems
- Processing payments and correspondence received from debtors, attorneys, and outside organizations
- Ensures numerous collection reports are processed in a timely, and efficient manner
- Coordinates with Judicial Officers, and Clerks to ensure appropriate documents are prepared for Court
- Clarifies collection information when requested by Judicial Officers, Court Staff, and the public
- Applies federal, state and local codes, procedures and Court rules in order to collect delinquent court-ordered fines and fees
- Studies and applies methods and sequential steps used to secure delinquent accounts
- Applies various techniques and procedures associated with locating individual entities, and their assets, by contacting county departments, outside agencies, employers, neighbors, relatives, and other sources by phone, letter, or personal contacts
- Provides delinquent and follow up notices to secure payments
- Enters collector activity notes and posts payments to computer operating systems in order to record collector actions and adjustments to accounts
- Operates several systems including, but not limited: JIS, COLLECT

TYPICAL QUALIFICATIONS:

Minimum Qualifications: Education and Experience: Any combination of education, and training, and experience which would provide the opportunity to attain and demonstrate the use of the required knowledge and abilities.

A High School diploma, or GED equivalent, plus two years of clerical work (or its equivalent) in an office environment providing substantial customer service would provide such experience.

Significant knowledge of JIS Cash Management System and prior experience performing collections work are highly desirable.

Essential Functions:

- Exercise judgment and technical skill when performing assigned duties
- Accurately and efficiently process numerous court documents and collection related reports
- Work under pressure in varied situations
- Use collection methods, techniques and procedures in order to secure payment of delinquent accounts
- Work independently and attempt to resolve problems associated with the collection of delinquent accounts
- Weigh conditions and factors, which are prevalent in the collection of different accounts, in order to select the proper methods, techniques and procedures necessary to secure payment
- Conduct effective interviews and obtain pertinent information from a variety of persons
- Compose letters and convey facts and information in a courteous and tactful manner
- Read and explain legal terminology associated with the collection of delinquent accounts
- Establish and maintain effective working relationships with court employees, outside agencies, and the general public
- Speak, write and interview effectively in a variety of circumstances; set work priorities and effectively utilize time worked; listen attentively and ask pertinent questions
- Prepare clear and comprehensive reports and records; establish and maintain systematic records of all interviews and conversations with debtors, agencies, relatives, neighbors or interested parties associated to the debtor
- Operate office equipment such as adding machines, calculators, computer terminals in order to post, balance, summarize and adjust data; type accurately.

Knowledge of:

- General clerical and office practices and procedures; word processing and other data processing programs used in business offices
- The methods and techniques used in searching for, locating and compiling information on debtors by referring to a variety of resources such as directories, indexes, newspapers, account records, computer software or by writing to, or speaking with a variety of individuals
- Interview techniques and practices used to obtain factual information; laws, regulations and legal procedures as they pertain to the collection of delinquent accounts.

SUPPLEMENTAL INFORMATION:

Selection Process:

Candidates possessing the most appropriate job-related qualifications will be placed on an eligibility list which may be kept active up to six months. Candidates possessing JIS experience will be given first preference.

Background Investigation:

Convictions, depending upon type, number and date, may be disqualifying. Court employees shall be subject to a background investigation and fingerprinting. False statements or omission of facts regarding background or employment history may result in disqualification or dismissal.

Interested parties should go to the 50th District Court's website at www.50thdistrictcourt.com, download a copy of the application for employment then submit the completed application, resume and cover letter via mail or fax to:

Lynette Ward
Court Administrator
50th District Court
70 N. Saginaw Street
Pontiac, MI 48342
Fax: (248) 451-2697